Complaint - PCM Update Cannot be Performed or Stops. Observe Specified Procedure (101/20)

Revision:	This bulletin replaces bulletin Group 9 101/20, dated September 8, 2020.
Model Year:	**As of 2020**
Model Line:	**Taycan (Y1A)**
Subject:	**Porsche Communication Management (PCM 6.0) central computer**
Information:	**There is a possibility that a central computer (PCM) software update via USB storage medium is not performed successfully and an error message is displayed on the PIWIS Tester ⇒ *Error message on PIWIS Tester*.**

![Information icon] **Information**

This Technical Information (TI) generally applies when a PCM update is stopped and does not relate to a specific fault code in the center display.
This Technical Information (TI) must be used if a PCM update is stopped.

	Status
Vehicle identification	✓
Check USB mass storage	✓
Prepare for installation	✓
Setpoint/actual state of software adjustment	✓
Install software update	✗
Automatic coding	?
Check PCM status	?

INFORMATION

Installation failed

The software could not be installed. Make sure that:

→ no faults are entered in the PCM.

→ the installation is not canceled.

→ the vehicle-related software data is available on the USB mass storage device.

→ only the USB mass storage device containing the software data is inserted in the USB slot of the central computer.

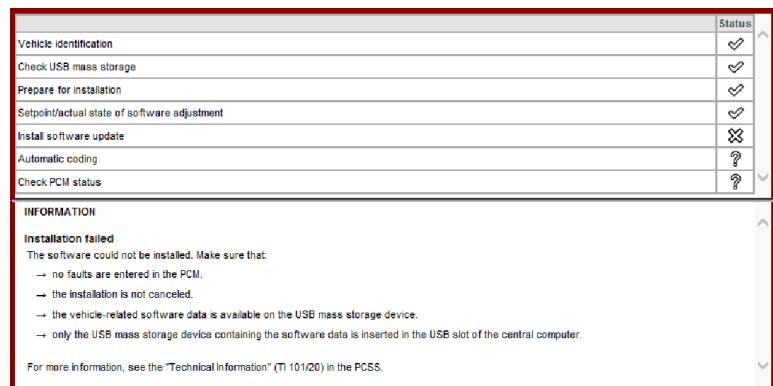For more information, see the "Technical Information" (TI 101/20) in the PCSS.

Error message on PIWIS Tester

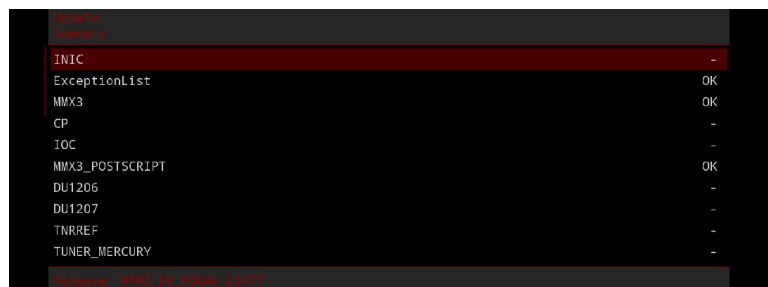|	
Remedial Action:	Observe the procedure described under 'Procedure' to avoid having to replace the central computer (PCM).

Work Procedure

If control unit programming stops and an error message is displayed on the PIWIS Tester ⇒ *Error message on PIWIS Tester*, proceed as follows:

1   Check the PCM central display to see whether all modules were installed ⇒ *Overview of modules* **-OK-** or whether one or more modules are marked with the status NOK (Not OK).

Error message on PIWIS Tester

- If all modules are installed ⇒*Overview of modules* **-OK-**, continue with Step 5 ⇒.
- If one or more modules are marked with NOK or if an error message is displayed ⇒*Error module (shown as an example)*, continue with Step 2 ⇒.
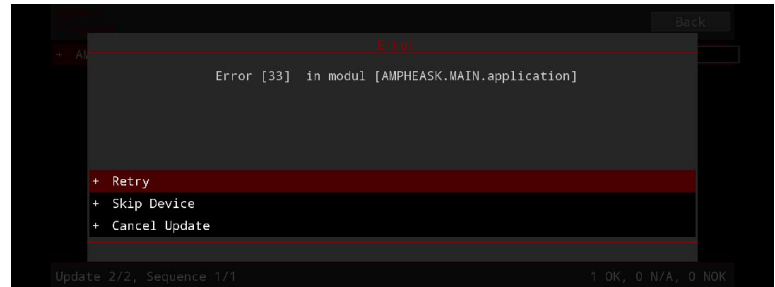

Overview of modules

2   First document the error message with a fault code (e.g. Error 33 in module [AMPHEASK.MAIN]).

Then, click on **'Retry'** in the **'Error' module** ⇒ *Error module (shown as an example)*. Carry out the procedure several times if necessary if the update continues and then stops again.

ⓘ   **Information**

The screen shot shown here (Error 33) is provided as an example.
Other fault codes, e.g. Error 96;134, can also be displayed in the center display.

3 If programming is still not performed, remove and re-insert the USB storage medium and carry out the procedure several times if necessary if the update continues and then stops again.

Error module (shown as an example)

4 Subsequent procedure:

- If the update is installed successfully, continue with Step 5 ⇒ .
- If the update is not installed successfully or if the central computer (PCM) no longer starts, contact your importer's Technical Support team to decide how to proceed. Also specify the documented error message with fault code (e.g. Error 33 in module [AMPHEASK.MAIN]) here.

5 Select the 'PCM (central computer)' control unit on the PIWIS Tester and select the 'Automatic coding' function in the 'Coding/programming' menu.

Once coding has been completed successfully, read out and delete the fault memory.

End of remedial action.